Here are some guidelines for using the General Store.

Go to the Department of Printing's website at www.prt.wa.gov

Select "Shopping"

Choose "General Store"

A log in window will appear. You will be asked if you are new or if you have been here before. Click on the appropriate box.

If you are new you will be asked to enter a user name and password. If someone else is not using your login it will immediately be accepted. Write down your login for future use.

Select the Department of Social and Health Services.

Choose Economic Services and then select Child Support to order your material.

Select the item you wish to purchase and place it in your shopping cart by clicking on the "Add to Cart" button.

VERY IMPORTANT!! You may change the quantity of an item you wish to order from the default number of 1 to the amount you desire to order. But **YOU MUST** click on the update cart button located below your list of items in your cart. If the button is not visible due to multiple items being in your cart use the scroll buttons on the right to scroll down until it is visible. If you do not click on the "update cart" button the program will only see the default number of 1 and that will be all you receive.

You may continue shopping and adding items to your cart or you may "Check Out"

Enter all of your shipping information. Be sure the first time you use the cart you enter your primary shipping information. This will be Address 1 and the default information that will appear each time you check out. You may add other addresses by selecting "New Address" in the "Select Address" window and filling in the information. Write down what the new address number is and you can have it automatically filled in by choosing that address number. Then click the "Total" button.

Enter your contact information. If there is a problem delivering your order we need to be able to contact you. You will see your total charges if any apply to your order. Click the "Continue" button and you should see a confirmation of your order showing you the items ordered and their quantity. This page may be printed out for your records or for order inquiries.

The preferred method of ordering is online through the Department of Printing's General Store. Orders may also be placed by email fulfillment@prt.wa.gov, by phone at 360-570-5024 or fax at 360-586-8831